

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (B602) Implementation, Production and Operational Support for All Integrated Enterprise Management Program (IEMP) Applications and Other Financial Business Systems at Langley Research Center (LaRC)

TA No:	SA001-Rev18		
Task Area Monitor:	Alternate Task Area Monitor:		
NASA POC:	None	Software Control Class:	Low Control
Type of Task:	Non-Recurring Task		

2. BACKGROUND

None required.

3. OBJECTIVE

The contractor shall provide implementation, production and operational support of the various applications associated with the IEM Program, and other Financial Business Systems as defined in this task assignment.

4. GENERAL IT SUPPORT SERVICES

Customer Support and IT Consultation and Training:

The Contractor shall provide technical support, consulting, coordination, and training in support of the applications associated with the IEM Program and other Financial Business Systems as defined. Activities under this task shall include:

1. Project Coordination Support

The contractor shall assist the government in defining data and information requirements, data sources, and capabilities of existing LaRC systems and their corresponding IEM Program modules. The contractor shall provide IEM Project Coordination Support to the LaRC IEMP Implementation Team. This support includes the development and maintenance of a LaRC IEM Project Schedule, development of related documentation, coordination of the multiple contractors/consultants supporting the Project Support and Business Readiness activities, and coordination with Agency level activities. The contractor shall also provide day to day administrative support to the project teams and to the CFO, Resource Management and Financial Management.

2. Training Support

The contractor shall design, develop, and revise training materials for systems and applications relevant to this task assignment. The contractor will schedule classes, arrange logistics for classes, conduct training, validate training effectiveness, and provide information for input to student records.

3. eTravel Support

The Contractor shall provide the following support for the Center's eTravel project: administrative, scheduling, information technology (IT), and, training. The administrative support shall, at a minimum, assist with scheduling team/Center meetings, ensure significant Center meetings and decisions are documented, and manage all Center eTravel documentation. The scheduling support shall assist the CIPM in developing and tracking any required Center-specific activities to the Agency schedule and ensuring all Center activities remain on schedule. The training support shall assist the eTravel training lead with handling the logistics of scheduling and organizing Center-wide training events. Training shall also assist the Center project team with eTravel classroom instruction. IT support is needed to ensure the eTravel software (FedTraveler.com), which will use the same web browser versions currently in operation for IEMP modules, poses no issues for LaRC considering each Center has its own infrastructure (e.g. firewall) and settings (e.g. cookies, JavaScript) which will need to be applied to the final solution implemented. Travel to Huntsville, AL will be required for training and testing.

4.Center Business Process Lead (CBPL) Support

The Contractor shall support the LaRC Center Business Process Lead (CBPL) in performing the following responsibilities:

Act as liaison to the IEMP Competency Center.

Identification of issues and proposed solutions; these may result from process changes, workarounds, software breaks .

Proposing, understanding and/or implementing business process improvements.

Resolution of Center-specific support issues (e.g., Help Desk ticket resolution, Service Request (SR) creation in Remedy and monitoring)

Evaluation and testing of all changes to the Center configuration (e.g., software releases, service requests). The Contractor shall work with the IEMP Competency Center and the CBPL to communicate release changes to the appropriate user community.

Support in metrics collection and reporting, communications and other CBPL duties as requested.

Support the Fiscal Year-End/Start-Up Committee.

Provide ongoing user instruction and support.

Understand the business processes and field how to questions directly or as they are received through the Help Desk.

Assist the IEMP Competency Center and Super Users in troubleshooting problems.

Test changes and new functionality upon request by the IEMP Competency Center.

Keep apprised of current functional process changes and issues via regular Agency Super User teleconferences with the IEMP Competency Center.

Conduct instructor-led training and assist user training needs.

Interaction with the network of LaRC Super Users; assist them in month-end, year-end and day-to-day activities.

Serve as the LaRC WebTADS System Administrator. ConITS will provide both a primary and an active backup for this role. This role consists of updating WebTADS with the appropriate information for adding new users, providing system access to new or locked users and making necessary changes to employee attributes. Other duties include providing support to users for telework agreements, researching prior pay period adjustment issues, reports processing, Super User Telecon attendance, and timesheet history research.

Duties also consist of identifying when NASA Structure Management (NSM) codes are opened, closed or updated for labor charging and make the necessary changes to the Work Breakdown Structure (WBS) attributes in WebTADS according to the type of request received and ensure that the requesters are notified when the changes have been made.

Serve as LaRC's MdM System Administrator. ConITS will provide both a primary and an active backup for this role. This role can initiate requests for new NASA Structure Management (NSM) codes and modify or retire existing codes only to the appropriate levels, Work Breakdown Structure (WBS) level 2-7. Duties also consist of researching the status of requests, researching information pertaining to the requests and notifying Center personnel when actions requested have been completed.

This role may also be required to research attributes pertaining to specific or numerous WBS as required by Center resource analyst or Center personnel.

Serve as the LaRC OCFO LIFE Website Manager. ConITS will provide both a primary and active backup for this role. The LIFE Website Manager will be responsible for the following:

- * Moderation of all communication submissions and document postings.
- * Respond to Feedback and Help requests. 1st tier help desk
- * When documents expire, follow-up with the owner to remove or update the document
- * Archive all LIFE documents to Nx
- * Review WebTrends reports each month and Update/Add/Remove links and content that are not utilized on the site.
- * Staying in the loop on communications from the Agency and Center, and ensuring those communications are posted to the LIFE site.
- * Update LIFE content (links, content, etc) as needed utilizing the content management system.
- * Post new documents/content
- * Post news articles
- * Interact with OCFO personnel to ensure service provider information remains current. Issue periodic reminder emails.

- * Proactively search out and incorporate new content or services.
- * Collect and report site metrics quarterly (use WebTrends). Utilize data to update / archive content and documents
- * Maintain spotlight feature for financial systems.
- * Conduct a monthly site review to ensure accuracy/relevancy of content/documents/links. Modify as needed.
- * Conduct bi-annual site refresh meetings with OCFO employees to identify new content and potential features (site improvements)
- * Ongoing site marketing

5. Implementation, Operations, and Reporting Team Support

The Contractor shall provide business process knowledge and application software knowledge to support end-users with existing reports, as well as, design and develop additional reports or queries as requested. The Contractor will work with the Information Delivery Lead, the Center Business Process Lead, Super Users and/or Process Owners to develop, prioritize, design and implement new reporting requirements.

6. OCFO Organizational Support

The Contractor shall provide support for NASA LaRC's OCFO by:

Work with Financial Management (FM) to define the correct set of reporting metrics to measure Center performance.

Identify the optimal set of reports (IEMP SAP R/3 and Business Warehouse) to be used for financial management decision making.

Utilize available Integrated Enterprise Management Program (IEMP) Tools to develop Standard Reporting.

Document FM IEMP Business Processes using Flowcharting Software.

Reconcile SAP General Ledger Property Accounts to various NASA Legacy Property Systems (Legacy systems such as NSMS and NEMS with SAP).

Identify process improvements and assist with the implementation.

Assist in developing Standard Operating Procedures (SOP) or updating existing SOPs.

Assist in the periodic physical review of real and personal property. This activity may involve a minimal amount of travel to contractor sites (5%).

Coordinating the Institution Budget Configuration Control Process.

Running weekly/monthly BW queries and preparing CM&O reports.

Maintaining the CM&O Guidelines spreadsheet

Participating on Special Project Teams to determine standard best practices and tools for RM.

Providing support to CM&O team by:

Running BW queries and preparing month-end CM&O reports.

Maintaining the CM&O Guidelines spreadsheet.

Maintaining the CM&O Monthly Status Reports for the Business Organizations.

Providing support to the Budget Formulation Lead and Workforce Team by developing and updating spreadsheets, as needed.

Compiling data call responses.

Evaluating the financial management processes, and controls at the Center to ensure they are in accordance with policies and providing recommendations for improvement in the areas reviewed.

7. Support for Retired Systems

As a result of the IEM SAP Core Financial and the eGovernment implementations, a number of applications have been placed in read-only or limited use mode. These applications will require minimal support to maintain or extract data from over the course of this Task Assignment.

These applications are as follows:

Time and Distribution System (TADS) replaced 10/2002
Electronic Purchase Request System (EPRS), Financial Management System (FMS, Financial Core, Fixed Assets, Job Order, and Invoice Payment) - replaced 6/23/2003)
Labor Distribution System (Manpower) - replaced 10/2005

8. BAS01-N-0501, Business System Architecture Study: Standard Documentation

Develop standard documentation to support an IT System Life Cycle.

This documentation will detail requirements to implementation and maintenance.

1. ID documents required
2. Define detail content, layout, etc of the required documents
3. Create skeleton documents, tables, etc.
4. Create a document that explains the purpose of each document and how they should be used.

See Detailed Requirements for draft ideas on required documents.

Detailed Requirements:

1) Business Applications Documentation

Formulation

Requirements Document

Hi-level Design

Preliminary Schedule & cost

Development

Project Plan (schedule, cost, deliverables)

Track Requirements

Detailed Requirements Document

include business process diagram

IDA (Interface Data Agreement)

include data mapping

Application Business Rules

Integration / Testing

Test Plan (SVDD)

include tracking requirements

Test data with results (application and interfaces)

User documentation / training materials

Deployment / Implementation

Acceptance

Change Mgt Plan (throughout)

Develop a document that explains the required documents, purpose, and how they should be used. Also, contractor will identify which of the identified documents are already required, whether by the current ConITS contract, or by another regulatory requirement, and which are being recommended over and above those requirements for purposes of meeting NASA's Architectural study goals.

9. 09-BAS02-N-0501 Develop Standard documentation for CMOBFT

Based on the Standard documentation required for Business Applications / Tools (BAS01, requirement #8 above) document CMOBFT to those documents. If the documentation required data to be created, such as, test data, that should also be done. If required, it will fall under this task.

Also, included as we document CMOBFT and decide the standard needs to be changed, it would be done under this task.

General IT Support Services Performance Metrics

Performance Standard: Consultation meets customer needs and training provided meets students' needs. Required reports are accurate and complete.

Performance Metrics:

Exceeds: Consultation and reports go beyond customer needs and are considered expert. Students rate teaching proficiency as very good or excellent.

Training recommendations are made and adopted.

Meets: Consultation and reports address requirements adequately. Training schedules are met. Students rate teaching proficiency as satisfactory or better.

Fails: Any of the requirements are not met, or students rate teaching proficiency as unsatisfactory.

Performance Standard: Deliverables are accurate and meet project requirements and acceptance criteria.

Performance Metrics:

Exceeds: All deliverables are accurate and meet the requirements and acceptance criteria defined per deliverable.

Meets: 90% of deliverables are accurate and meet the requirements and acceptance criteria. Only minor deficiencies are found that are readily correctable within the development schedule.

Fails: Deficiencies are found that will result in schedule delays to correct.

Performance Standard: Identification of issues has resulted in improvement or was forwarded to the IEMP Competency Center for resolution.

Performance Metrics:

Exceeds: Issues have been identified and contractor identified solution has been implemented or is in process.

Meets: Issues and solutions have been identified, but no selection has been made or another solution was selected.

Fails: No recommended solution provided to issues identified.

Performance Standard: Deliverables are submitted in a timely manner.

Performance Metrics:

Exceeds: 75% of deliverables are submitted in advance of the due date and the remainder are submitted on the due date

Meets: All deliverables are complete and delivered on the due date.

Fails: At least one deliverable is not complete, or delivered on the due date.

Performance Standard: Contractor shall provide sound technical advice on hardware, software, printer, and infrastructure configurations. When appropriate, the contractor shall provide impact analysis when technical issues/problem arise.

Performance Metrics:

Exceeds: Contractor provides advice that results in identified improvements or savings.

Meets: Contractor provides advice with no adverse impacts to technical configurations.

Fails: Contractor provides advice, which results in adverse impacts to technical configurations.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held monthly. The following persons or their alternatives are required to attend: the NASA Technical Monitor and Contractor Lead assigned to the task. Task schedule, staffing, cost and technical performance will be discussed. The Contractor shall maintain minutes and at each meeting, the minutes from the previous meeting will be reviewed.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/01 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50% Timeliness: 50%

13. RESPONSE REQUIREMENTS

Within two weeks from receipt of this task assignment, submit to the Contracting Officer's Representative, an original and two copies of a Task Plan. This Task Plan shall address the contractor's lead personnel, agreement with the attached task list and schedule, and the associated estimated labor hours and cost. Include a signature block for concurrence by the Contract Manager and approval by the Contracting Officer's Representative.

14. FUNDING INFORMATION

Funding last submitted on 08/28/2009.

15. MILESTONES

None required.

16. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Meeting Minutes	Four(4) business days following the meeting
2	Biweekly status report of activities accomplished by each contractor who has worked in support of this task	Four(4) business days following the end of the biweekly reporting period
3	Test Scenarios	Ten (10) business days prior to execution of any testing activity covered within the test scenario
4	Test Results	Five (5) business days following the execution of the last test scenario covered in a given testing event
5	Interface Documentation (Interface Control Documents, Testing Results, and other related documentation)	As required in the implementation schedule
6	Training Plan	30 days prior to start of training
7	Training Metrics - attendees, courses offered, courses required, and other pertinent training statistics required to effectively manage the project's training requirements	Two (2) business days following the week being reported.
8	Business Applications Documentation	To be delivered to customer 5 days after completion of the work under Requirement #8 is completed. Will include a list of documents required as well as templates, and a detailed document which explains the purpose of each document and how they should be used.
9	Standard documentation for CMOBFT	Based on required documents created under deliverable #8, the CMOBFT system will be fully documented. Documentation will be delivered to customer for acceptance 5 days after the completion of the work described in requirement #9.

17. FILE ATTACHMENTS

None.